

# Case study: Point Project Management

The successful partnership between Point Project Management and Corporate Traveller involves a high-touch high-quality service that is built on trust, understanding and respect. Understanding Point Project Management's travel goals and individual traveller requirements has enabled Corporate Traveller to deliver solutions that fit the specific needs of this growing multi-national company.

## What is Point Project Management?

Point Project Management is a dynamic client-side project management consultancy specialising in building and property. The company has grown to become one of Australia's largest specialist project management consultancies with offices in Canberra, Sydney, Melbourne, Brisbane, Perth and the Gold Coast.

## What were the challenges?

Point Project Management was looking for improved consolidation across its national travel program. With travellers based in Melbourne, Sydney, Brisbane, Canberra and Perth, the company required a dedicated and proactive travel manager to oversee and monitor their travel arrangements. The company was also keen to bring on board a travel expert that had a genuine desire to help their business save on their travel costs.

Point Project Management sought advice on how to further fine-tune its existing travel policy to create greater cost savings on their domestic and international air travel spend.

## What solutions did we put in place?

By providing a dedicated travel manager, Point Project Management achieves consolidation across its business travel spend by streamlining the travel request, approval and booking processes. Travel manager Romaine McKell has developed an intimate knowledge of Point Project Management's travel requirements and knows how and when to book the right airfare depending on the person travelling and their destination.

Romaine said that time spent with the company as part of a team building day was an excellent way for her to get to know

the Point Project Management team. The in-house client activity also helped Romaine to build relationships with the travellers she was regularly making bookings for.

Romaine's knowledge of Point Project Management means that if a booking request comes through, she knows what is out of policy and will check with the company's travel booker or accountant before booking. Using Best Fare of the Day for domestic airfares has helped to reduce the organisation's average ticket price.

One of the company's principals that uses car rental while conducting business in Melbourne, uses a gold membership with Point Project Management's preferred car hire supplier. The gold membership means travellers receive priority customer service and they don't have to fill out administration forms every time they hire a car.

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## What were the results?

A streamlined travel process, reduced average ticket prices, consolidation and a tighter policy has delivered a greater return on investment for Point Project Management's spend on business travel. The rapidly growing company has significantly increased its spend on travel and at the same time increased the value of its travel and entertainment expenditure.

## What is Point Project Management's response?

"Having all of our travel requirements flow through Corporate Traveller has not only been very beneficial financially but it also enables staff to focus on other areas within their busy working day. Knowing that our trusted travel manager Romaine is just an email or phone call away is priceless. We often find that in a situation where we would have been stuck for a solution, Romaine comes up with the goods, with things like finding a hotel room within budget to last minute tickets on flights." Merryn Orchard, Point Project Management executive assistant.

Flight Centre Business Travel has rebranded to Corporate Traveller.